

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
December 2017

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
DVS1139	8x8, Inc.	Billing	High Bill	1
			Total ICs	1
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	3
CER4458	AmeriMex Communications	Lifeline	LLB Address Error	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	5
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	Bill Not Received	2
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	High Bill	14
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	3
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	8
		Service	Refusal To Serve	1
			Total ICs	70

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, IEC5002	AT&T Corp.	Billing	High Bill	1
			Total ICs	1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	6
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	2
		Service	Outage	1
			Total ICs	21
CLC7118, CRC7118	Birch Communications	Billing	High Bill	1
			Total ICs	1
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	3
CLR5227, IEC5227	Clear Choice Communications;	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bundled Services	1
		Billing	Slamming	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	3
CER4508	Comcast OTR1, LLC	Billing	Disputed Customer of Record	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	4
CER4308	CREDO; Working Assets	Billing	Slamming	1
			Total ICs	1
CER4436	enTouch	Billing	Other Charges	1
			Total ICs	1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	4
		Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	4
			Total ICs	26

Utility Code	Utility Name	Category	Subcategory	Count
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
			Total ICs	4
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	High Bill	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Application Request	1
			Total ICs	1
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	Early Termination Fee - ETF	1
		Service	Call Quality	1
			Total ICs	2
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	1
		Billing	Other Charges	4
		Service	Refusal To Serve	2
			Total ICs	10
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
			Total ICs	1
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
		Lifeline	LLB Approved for Discount	1
			Total ICs	2
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	3
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	Disconnection Non Payment	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Disconnected In Error	1
		Service	Outage	2
			Total ICs	7
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3
		Billing	High Bill	1
		Billing	Other Charges	2
			Total ICs	6
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Payment Error	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
		Service	Dead Zones/Dropped Calls	1
			Total ICs	7

Utility Code	Utility Name	Category	Subcategory	Count
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	Service	Disconnected In Error	1
			Total ICs	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Not Received	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Payment Error	1
		Service	Dead Zones/Dropped Calls	2
		Service	Outage	1
		Total ICs	9	
CER4327	Virgin Mobile; Assurance	Billing	Bill Adjustment	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
		Total ICs	12	
Total ICs Sent ¹				209

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.